

2013-09-17 FirstNet Human Factors Study overview and attachment

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DHSMV: FloridaNet

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Posted by Brett Boston on Sep 17 '13



Public Safety Advisory Committee Over the Horizon/Human Elements/Factors Scoping and Data Gathering Template

Task Scope: The Public Safety Advisory Committee (PSAC) was asked by FirstNet to analyze the long-range impacts of the nationwide public safety broadband network (NPSBN) on the way law enforcement, fire, and EMS operate and consider the impact it will have on their duties once the network is built and operating. It is important that the business and needs of first responders drive decision, not technology. This task looks to answer the questions:

- What are the human elements that FirstNet needs to consider when designing the network?
- What are the potential user issues that will arise when using the NPSBN?
- How will the NPSBN be used by first responders and how will it impact operations?

To determine the human factors[1] impact of the network, the PSAC Executive Committee (EC) defined the "human element" of the system as users, operators[2], and maintainers[3]. Next, the PSAC EC identified categories to compartmentalize the various impacts, which are shown in the table below. Based on these categories, PSAC members are being asked to brainstorm and list potential human impacts. Examples are provided in *italics* for each category. Once PSAC members submit the initial list of impacts, the PSAC EC will compile and review the input and provide to FirstNet for review. The PSAC EC will then work with FirstNet to determine the highest priority categories and human factors/elements. Once the highest priority factors/elements are determined, the PSAC will develop recommendations or proposed processes outlining how these human elements should be addressed.

[1] Human factors is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data, and other methods to design in order to optimize human well-being and overall system performance.

[2] Operator is responsible for the day-to-day operations of the network (e.g., FirstNet, commercial carrier)

[3] Maintainer would be the entities/divisions within the operator entity that are responsible for maintenance services for the operator. Personnel that keep the day-to-day infrastructure elements running.

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